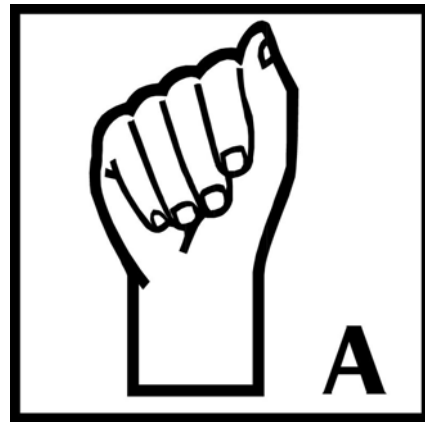
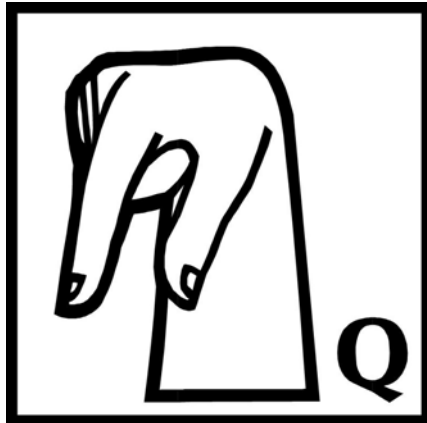


# **DIVISION ON DEAF AND HARD OF HEARING DEPT. OF LABOR AND ECONOMIC GROWTH**



**MICHIGAN QUALITY ASSURANCE INTERPRETER  
CERTIFICATION PROGRAM**

**INFORMATIONAL PACKET**

**MARCH, 2006**

## THE QA PROCESS

What is the Michigan Quality Assurance Interpreter Certification Program as QA, it is a screening system that determines the interpreting skills of beginning and intermediate level interpreters who have yet to achieve national certification similar to that provided by the Registry of Interpreters for the Deaf, Inc. The following information should assist persons as they consider whether or not to apply for QA.

### **STEP 1: ANSWER THE SELF SCREENING QUESTIONNAIRE ENCLOSED**

#### **MICHIGAN QA INTERPRETER CERTIFICATION PROGRAM SELF SCREENING QUESTIONNAIRE**

This questionnaire is designed to help you decide if you are ready to take the QA screening.

1. Have you studied texts on interpreting, such as Interpreting for Deaf People by the RID or Interpretation: An Introduction by Nancy Frishberg?
2. Have you attended formal courses on interpreting, which helped you to clearly understand the difference between interpreting and transliterating? Expressive interpreting and receptive interpreting?
3. Are you knowledgeable of the Code of Ethics for professional interpreters as developed by RID?
4. Has anyone previously explained to you that there are three different QA levels and that they are not equal to RID certification?
5. Are you comfortable signing in front of other professionals, viewing videotapes and being videotaped?
6. Can you adapt reasonably well to varied situations and to people with diverse attitudes and personalities?
7. Does your skill go beyond just an ability to expressively sign and fingerspell directly to a deaf person?
8. Have you had enough experiences with deaf people that you can discern and adapt to the different levels of language proficiency?
9. Do you think that you have the appropriate English vocabulary to interpret in settings such as a classroom, job interview, church services or areas of employment?
10. Have you had minimal satisfactory experience with receptive interpreting, to the extent that you are familiar with many of the problems involved?

11. If your response to Question 6 is yes, do you know which level might best reflect your own skill and knowledge in interpreting
12. Generally, do deaf people consider your skill in interpreting to be adequate at least in some situations?
13. Can you understand a deaf person who signs and fingerspells to you slowly, but without speech?
14. Have you ever had any association with deaf adults in their homes, at their clubs or at parties?
15. Do you feel that you have a basic understanding of deafness and deaf culture and can respond to questions from the public?

## **STEP 2: APPLICATION**

Applications are available through the Division on Deaf and Hard of Hearing, Interpreter Training Programs and Interpreter Referral Centers. Send your completed application, proctor form, and correct fee at least four months before you wish to be evaluated. The proctor form requests the name and address of the person in your local area who will proctor the written test. This person may be any professional that you have contact with: teacher, pastor, librarian, supervisor, etc. Proctors accept the responsibility of; administering the test, seeing to it that you complete the test without texts or materials, and returning the test and answer sheet to DODHH. Should you fail the written test, you may retake it as many times as necessary at a cost of \$10.00 per additional test. Tests may also be taken at DODHH by appointment. It is **your** responsibility to notify the QA Chairperson of any change in information included on your application (address, etc.).

The proctor form also offers you an opportunity to be placed on the '24 hour notice list'. This is for applicants who are available for last minute scheduling, thereby increasing chances of an earlier screening date. Should you be contacted but not available, it will not affect your status on the QA waiting list. However, do not sign up for the 24 hour list if your schedule lacks this flexibility.

## **STEP 3: WRITTEN TEST**

All candidates taking the QA Certification Test for the first time must pass a written test. The written test consists of 50 questions. 25 multiple choice questions deal with your general knowledge of the Registry of Interpreters for the Deaf and the Code of Ethics. 25 questions are scenarios that involve applying your knowledge of the RID Code of Ethics.

#### STEP 4: SCHEDULING THE PERFORMANCE TEST

When you pass the written test, you are placed on the waiting list to take the performance portion of the test. When your name comes up on the list, you will receive a letter with several upcoming test dates and times. You call DODHH to select your QA date and time. Confirmation of the date and time with a map to DODHH will be sent to you, two weeks prior to the testing date. If you do not set a test dates or do not respond, your name is placed at the end of the waiting list. **Failure to show up for a testing date or cancelling without 24 hour prior notice will result in forfeiture of your fee.**

Reasonable accommodations for the performance test will be provided upon request. The request should be forwarded to Mr Hunter, Director of DODHH or Maureen Wallace, QA Chairperson, prior to scheduling the performance test.

#### STEP 5: ARRIVAL AT THE QA TESTING SITE

It is important to arrive at the QA testing site on time. If you are unfamiliar with Lansing, please allow additional travel time. Candidates are scheduled for thirty minutes warm up time and thirty minutes for testing. Latecomers will not be given additional warm up time. The testing should be handled as you would any other interpreting situation. Dress professionally, in colors that contrast with your skin tone.

Upon arrival at the testing site, you will be asked to complete forms for our records. These forms are important and should be completed accurately:

**PLEDGE OF CONFIDENTIALITY:** The first tenet of the RID Code of Ethics deals with confidentiality and the need to keep all assignment related information confidential. The QA Certification Program is viewed as a professional interpreting assignment-you are asked to interpret communication between deaf and hearing consumers. You violate this tenet if you share any information about the test (topics, vocabulary, setting, consumers) outside of the testing situation.

**AGREEMENT TO ADHERE TO THE RID CODE OF ETHICS:** This Code of Ethics has been developed as a guideline for professional interpreters. Your signature indicates you understand the Code of Ethics and agree to follow it within your professional activities. Failure to follow the code of ethics may result in a grievance filed against you. Your signature is required before you proceed with the performance portion of the QA test.

**RELEASE OF INFORMATION:** The Division on Deaf and Hard of Hearing maintains and makes available statewide, a current directory of nationally certified (RID) and state certified (QA) interpreters. This form gives DODHH permission to publish and refer you by name, address, phone number and level. You will remain on the list, as long as the maintenance fees, Continuing Education units and QA levels are current. If you do not receive a QA level, or do not want to be listed in the directory, your name will not be included.

## **STEP 6: THE WARM UP ROOM**

During the 30 minutes of warm up, you will have the opportunity to view a videotape similar to those used in the actual test. You are not required to use the warm up time, but it is strongly encouraged. Remember, there will be **no** exceptions for late arrivals.

## **STEP 7: THE PERFORMANCE TEST**

The actual video-taping session will take approximately 20-30 minutes. Upon entering the testing room, you will be met by the QA testing committee representative. The representative will explain the procedure, seat you in front of the monitor and camera. Candidates will be identified by number and date on the test tape and to the evaluating team. All evaluators have completed training sessions. Evaluation teams have two deaf persons and two RID certified interpreters serving as evaluators. Your test tape will be scored by the team here at the Division on Deaf and Hard of Hearing office.

Test tapes are kept 30 days after results are mailed for appeals to another team for equipment or tape failures. Contact the QA chairperson within 30 days of receiving the results to request retesting. After 30 days of no action, the tape will be erased.

- |                        |   |
|------------------------|---|
| <b>Transliteration</b> | The first section of the tape (that you see) requires your skills in transliterating. You may use any English based sign system (SEE, PSE) of your choice - just be sure to accurately demonstrate your knowledge of that system. You are to demonstrate your expressive and receptive skills in an interactive setting. Scoring begins immediately.  |
| <b>Break</b>           | When the transliterating tape is completed, there will be a short break. You may not leave the room during this time.   |
| <b>Interpretation</b>  | The second portion of the tape that you will see requires your skills as an interpreter, using American Sign Language. The interpretation section of the tape is interactive, requiring you to demonstrate both your receptive and expressive skills as you would in a normal situation. In this situation, the persons on the videotape are your consumers. Please focus your attention on them and not on the camera. |

When the interpretation portion is completed, your test tape marked with the candidate number will be placed in an envelope with same candidate number.

Your QA Test is now complete.

## STEP 8: ONE FINAL FORM

When you have completed the QA Test, you may complete an Evaluation form. This is your chance to evaluate the QA process. All comments and suggestions are welcome.

## STEP 9: RESULTS

You should receive your results within 4-6 weeks. Included in this packet will be comments provided by the evaluation team of your performance in each area.

There are 100 points possible. The breakdown of QA levels are:

QA I	60-73 points	Yellow Card
QA II	74-87 points	Green Card
QA III	88-100 points	Blue Card

## MAINTENANCE FEE AND CONTINUING EDUCATION UNITS (QA UNITS)

QA TESTS (SUCCESSFUL) are good for four (4) years. **NOTE:** Documentation of completion of **24** hours of classroom or workshop credit each year and the annual renewal fee of \$15.00 is required to maintain your standing as a QA interpreter. You should receive a renewal notice in June of each year, with new QA cards issued upon receipt of the continuing education information and your renewal fee. The cycle begins July 1, of each year through-June 30, of the following year. **Remember: 1 hour of activity or attendance=1 QA unit.**

Continuing Education Unit Activities include but are not limited to the following and some do require pre-approval from DOD or the QA Committee:

- Video viewing with RID or CDI/Deaf persons
- Presentations for peers or deaf community
- Taking a Class related to continued skill development
- Inservices (topics pre-approved)
- Research (topics pre-approved)
- Teleconferences (topics pre-approved)
- Board meetings that include deaf members
- Attending State or Regional Interpreter or Deaf meetings
- Attending Interpreter/Deaf Community Workshops
- Attending Regional and National Conventions
- Book report from an approved list (last resort)

## STEP 10: REAPPLYING

You may reapply for QA at any time but usually re-takes occur four to six months from the last QA test date. You do not take the written test a second time, and will be screened using different videotapes.

If you receive a higher level on a new test, the first level will be invalid. However, should you receive a lower level during the retesting, this will invalidate your original level.

### \* \* \* \* \* REMEMBER \* \* \* \* \*

Study the RID Code of Ethics and how they apply to various interpreting situations.

Be comfortable with videotapes and being videotaped.

Have experience communicating with a variety of deaf people, adults as well as children.

Know and be able to demonstrate the difference between interpreting and transliterating.

Interpreters should always continue to work on skill development and broadening their knowledge base.

You are responsible for keeping DODHH informed of changes in address, phone numbers and availability for work.

## **INTERPRETERS CODE OF ETHICS**

The Registry of Interpreters for the Deaf, Inc. has set forth the following principles of ethical behavior to protect and guide the interpreter, the consumers (hearing and hearing impaired) and the profession, as well as to insure for all the right to communicate. This code of ethics applies to all nationally certified and state qualified interpreters.

**Interpreters/translitterators shall keep all assignment-related information strictly confidential.**

**Interpreters/translitterators shall render the message faithfully, always conveying the content and spirit of the speaker, using language most readily understood by the person(s) whom they serve.**

**Interpreters/translitterators shall not counsel, advise or interject personal opinions.**

**Interpreters/translitterators shall accept assignments using discretion with regard to skill, setting and the consumer involved.**

**Interpreters/translitterators shall request compensation for services in a professional and judicious manner.**

**Interpreters/translitterators shall function in a manner appropriate to the situation.**

**Interpreters/translitterators shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues and reading current literature in the field.**

**Interpreters/translitterators by virtue of membership in, or certification by RID, Inc., shall strive to maintain high professional standards in compliance with the Code of Ethics.**



# QA State Interpreter Certification Program

## Department of Labor and Economic Growth

### Division on Deaf and Hard of Hearing

Michigan Deaf Association  
Michigan Registry of Interpreters for the Deaf

Fee Schedule: **\$70.00 Michigan Residents \$120.00 Non-Michigan Residents (Effective 2/17/06)**  
**Non sufficient funds-NSF fees will apply**

AUTHORITY: P.A. 203 OF 1982 COMPLETION: Mandatory PENALTY: Non-Participation in Program	FOR OFFICE USE ONLY		
	DATE RECEIVED	DATE SCHEDULED	AMOUNT PAID
	LEVEL ACHIEVED		CHECK NO.

Instructions:  
Please complete the following information as accurately as possible. Type or print.  
Enclose the application fee as required. **Make check payable to MI QA.** Send check and application to:  
**Michigan/QA; P.O. Box 12083; Lansing, MI 48901-2083**

NAME	E-MAIL ADDRESS
ADDRESS (Street No. and name)	SOCIAL SECURITY NO.
CITY, STATE ZIP CODE	COMMUNICATION MODE PREDOMINANTLY USED <input type="checkbox"/> ASL <input type="checkbox"/> SEE I,II <input type="checkbox"/> PSE <input type="checkbox"/> OTHER SPECIFY
HOME PHONE (include area code)	BUSINESS PHONE (include area code)   DO YOU SIGN ON A REGULAR BASIS? WHERE?

CHECK SITUATIONS WHERE YOU HAVE INTERPRETED IN THE LAST THREE YEARS.

<input type="checkbox"/> EDUCATIONAL	<input type="checkbox"/> LEGAL	<input type="checkbox"/> MEDICAL	<input type="checkbox"/> PLATFORM	<input type="checkbox"/> DEAF/BLIND	<input type="checkbox"/> MLS
<input type="checkbox"/> ADMINISTRATIVE	<input type="checkbox"/> SOCIAL	<input type="checkbox"/> RELIGIOUS	<input type="checkbox"/> INFORMAL	<input type="checkbox"/> OTHER SPECIFY:	

MEMBERSHIP	<input type="checkbox"/> MICHIGAN REGISTRY OF INTEPRETERS FOR THE DEAF (MIRID) <input type="checkbox"/> NATIONAL REGISTRY OF INTERPRETERS FOR THE DEAF (RID) <input type="checkbox"/> MICHIGAN DEAF ASSOCIATION (MDA)
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RID CODE OF ETHICS	ARE YOU FAMILIAR WITH THE CODE OF ETHICS AND GUIDELINES AS ESTABLISHED BY RID? <input type="checkbox"/> YES <input type="checkbox"/> NO
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HAVE YOU COMPLETED AN INTERPRETER TRAINING PROGRAM? IF YES, GIVE PROGRAM AND GRADUATE DATE.  <input type="checkbox"/> YES <input type="checkbox"/> NO	NAME OF PROGRAM  DATE OF GRADUATION
ARE YOU CURRENTLY ENROLLED IN AN INTERPRETER TRAINING PROGRAM? IF YES, GIVE PROGRAM AND EXPECTED GRADUATION DATE.  <input type="checkbox"/> YES <input type="checkbox"/> NO	NAME OF PROGRAM  DATE OF GRADUATION

IS THIS YOUR FIRST APPLICATION TO QA? IF NO, GIVE LAST TIME YOU TOOK QA AND LEVEL ACHIEVED. <input type="checkbox"/> YES <input type="checkbox"/> NO
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APPLICANT'S SIGNATURE	DATE
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